

Exhibit C

Employee Information

Job Details Overview	
Employee Name:	Taiwan Dickerson
Employee ID:	227109
Job Title:	Care Coordinator
Job Profile:	211037 - Care Coordinator
Company:	Centene Management Company LLC
Employee Type:	Regular
Time Type:	Full time
Hire Date:	Apr 9, 2018
Original Hire Date:	Apr 9, 2018
Termination Date:	Jul 29, 2021
Years of Service:	3.3
Time in Position:	3.3
Work Email:	taiwan.j.dickerson@arkansastotalcare.com

Contact Information

Home Address	Home Phone Number	Work Address
<div> <div></div> <div>North Little Rock, AR 72118</div> <div>United States of America</div> </div>	<div> <div></div> <div>8687</div> </div>	<div> <div>Various</div> <div>Various, AR 99999</div> </div>

Priority	Emergency Contact	Relationship	Primary Contact Information	Alternate Contact Information
1	Kimberly Dickerson	Spouse	<div> <div></div> <div>9312</div> </div>	

If no data populates - No Data Available

Compensation

Total Salary & Allowances	Total Base Pay	Currency	Frequency
45,281.60	45,281.60	USD	Annual

Exhibit
0004
Dickerson

Pay Change History

Effective Date	Reason	Change Amount	Total Salary Current
Mar 14, 2021	Request Compensation Change > Base Salary Change > Merit	945.17	45,281.60
Jun 21, 2020	Merit > Merit > Base Increase	1,291.35	44,336.43
Jun 23, 2019	Merit > Merit > Base Increase	1,049.88	43,045.08
Apr 9, 2018	Hire Employee > Hire Employee > New Hire	41,995.20	41,995.20

If no data populates - No Data Available

Bonus & One Time Payments

Effective Date	Reason	Actual Amount
Mar 26, 2021	One-Time Payment > One-Time Payment > Annual Bonus	2,233.44
Mar 27, 2020	One-Time Payment > One-Time Payment > Annual Bonus	1,690.00
Mar 29, 2019	One-Time Payment > One-Time Payment > Annual Bonus	678.00

If no data populates - No Data Available

Merit

Effective Date	Reason	Actual Amount	Change Amount	Total Salary Current
Mar 14, 2021	Request Compensation Change > Base Salary Change > Merit	44,336.43	945.17	45,281.60

If no data populates - No Data Available

Job History

Effective Date:	Jul 30, 2021
Position:	P130276 Care Coordinator - Taiwan Dickerson (227109)
Process - Job Change Reason:	Terminate: Taiwan Dickerson (227109)
Supervisory Organization:	Supervisor, Med Management (Non-Clinical) (Shantonio Elliott (266280))
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Remote-AR (-10)
Scheduled Weekly Hours:	40.0
Effective Date:	May 19, 2019
Position:	P130276 Care Coordinator - Taiwan Dickerson (227109)
Process - Job Change Reason:	Data Change: Taiwan Dickerson (227109)
Supervisory Organization:	Supervisor, Med Management (Non-Clinical) (Shantonio Elliott (266280))
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Remote-AR (-10)
Scheduled Weekly Hours:	40.0
Effective Date:	Jan 1, 2019
Position:	P130276 Care Coordinator - Taiwan Dickerson (227109)
Process - Job Change Reason:	Data Change: Taiwan Dickerson (227109)
Supervisory Organization:	Supervisor, Medical Management (Non-Clinical) (Katricia Deckard (275708)) (inactive)
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Little Rock - One Allied Dr, Ste 2520 (AR Total Care)(10412)
Scheduled Weekly Hours:	40.0
Effective Date:	Nov 12, 2018
Position:	P130276 Care Coordinator - Taiwan Dickerson (227109)
Process - Job Change Reason:	Data Change: Taiwan Dickerson (227109)
Supervisory Organization:	Supervisor, Medical Management (Non-Clinical) (Samantha Stroud (227975))
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Little Rock - One Allied Dr, Ste 2520 (AR Total Care)(10412)
Scheduled Weekly Hours:	40.0
Effective Date:	Jun 18, 2018
Position:	P130276 Care Coordinator - Taiwan Dickerson (227109)

Process - Job Change Reason:	Data Change: Taiwan Dickerson (227109)
Supervisory Organization:	Supervisor, Medical Management (Non-Clinical) (Lauren Grounds (262094)) (inactive)
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Little Rock - One Allied Dr, Ste 2520 (AR Total Care)(10412)
Scheduled Weekly Hours:	40.0
Effective Date:	Apr 9, 2018
Position:	P130276 Care Coordinator - Taiwan Dickerson (227109)
Process - Job Change Reason:	Hire: Taiwan Dickerson (227109)
Supervisory Organization:	Supervisor, Care Coordination (Eugenia McCurrie (205890))
Worker Type:	Regular
Job Profile (based on effective date):	211037 - Care Coordinator
Job Title:	Care Coordinator
Location:	Little Rock - One Allied Dr, Ste 2520 (AR Total Care)(10412)
Scheduled Weekly Hours:	40.0

Job Profile

Date	Jul 30, 2021
Reason	Terminate: Taiwan Dickerson (227109)
Job Profile	Care Coordinator
Job Change Reason:	Terminate Employee > Voluntary > Career Opportunity
Job Profile Name	Care Coordinator
Job Code	211037
Job Profile Summary/ Education/ Experience	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p> <p>For PA Health & Wellness Plan: High school diploma or equivalent. 1+ years of experience working in a Managed Care Organization or Healthcare organization.</p> <p>For New Jersey: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients preferred.</p>
Management Level	15 Individual Contributor
Job Family	Med Management Health Plans
Job Category	Non-Officer
Job Classification	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility	<p>Provide health education and coaching to members tailored to issues identified within treatment and service plans</p> <p>Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services</p> <p>Assist members with social determinants of health including access to exercise and healthy food</p> <p>Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management</p> <p>Coordinate community-based management of medication therapy</p>
	If no data populates - No Data Available
Date	May 19, 2019
Reason	Data Change: Taiwan Dickerson (227109)
Job Profile	Care Coordinator
Job Change Reason:	Data Change > Data Changes > Change Location
Job Profile Name	Care Coordinator
Job Code	211037

Job Profile Summary/ Education/ Experience	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p>
Management Level	15 Individual Contributor
Job Family	Health Insurance Operations Health Plans
Job Category	Non-Officer
Job Classification	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility	<p>Provide health education and coaching to members tailored to issues identified within treatment and service plans</p> <p>Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services</p> <p>Assist members with social determinants of health including access to exercise and healthy food</p> <p>Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management</p> <p>Coordinate community-based management of medication therapy</p>
	If no data populates - No Data Available
Date	Jan 1, 2019
Reason	Data Change: Taiwan Dickerson (227109)
Job Profile	Care Coordinator
Job Change Reason:	Data Change > Transfer > Change Manager
Job Profile Name	Care Coordinator
Job Code	211037
Job Profile Summary/ Education/ Experience	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p>
Management Level	15 Individual Contributor
Job Family	Health Insurance Operations Health Plans
Job Category	Non-Officer
Job Classification	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	

Responsibility	Provide health education and coaching to members tailored to issues identified within treatment and service plans Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services Assist members with social determinants of health including access to exercise and healthy food Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management Coordinate community-based management of medication therapy
	If no data populates - No Data Available
Date	Nov 12, 2018
Reason	Data Change: Taiwan Dickerson (227109)
Job Profile	Care Coordinator
Job Change Reason:	Data Change > Transfer > Change Manager
Job Profile Name	Care Coordinator
Job Code	211037
Job Profile Summary/ Education/ Experience	Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules. Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients. License/Certification: Valid driver's license and automobile insurance.
Management Level	15 Individual Contributor
Job Family	Health Insurance Operations Health Plans
Job Category	Non-Officer
Job Classification	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility	Provide health education and coaching to members tailored to issues identified within treatment and service plans Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services Assist members with social determinants of health including access to exercise and healthy food Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management Coordinate community-based management of medication therapy
	If no data populates - No Data Available
Date	Jun 18, 2018
Reason	Data Change: Taiwan Dickerson (227109)
Job Profile	Care Coordinator
Job Change Reason:	Data Change > Transfer > Change Manager
Job Profile Name	Care Coordinator
Job Code	211037

Job Profile Summary/ Education/ Experience	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p>
Management Level	15 Individual Contributor
Job Family	Health Insurance Operations Health Plans
Job Category	Non-Officer
Job Classification	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	
Responsibility	<p>Provide health education and coaching to members tailored to issues identified within treatment and service plans</p> <p>Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services</p> <p>Assist members with social determinants of health including access to exercise and healthy food</p> <p>Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management</p> <p>Coordinate community-based management of medication therapy</p>
	If no data populates - No Data Available
Date	Apr 9, 2018
Reason	Hire: Taiwan Dickerson (227109)
Job Profile	Care Coordinator
Job Change Reason:	Hire Employee > Hire Employee > New Hire
Job Profile Name	Care Coordinator
Job Code	211037
Job Profile Summary/ Education/ Experience	<p>Position Purpose: Provide specialty service care coordination to beneficiaries. Ensure appropriate services are delivered by specialty providers and ensure continuity of care across services. Responsible for the total care plan, encompassing all services and plans related to beneficiaries. Provide case management complying with Conflict Free Case Management rules.</p> <p>Education/Experience: High school diploma or equivalent. Bachelor's degree in social science or health-related field or 1+ years of experience caring for developmentally or intellectually disabled or behavioral health clients.</p> <p>License/Certification: Valid driver's license and automobile insurance.</p>
Management Level	15 Individual Contributor
Job Family	Health Insurance Operations Health Plans
Job Category	Non-Officer
Job Classification	5 - Administrative Support Workers (EEO-1 Job Categories-United States of America)
Responsibilities	

Responsibility	Provide health education and coaching to members tailored to issues identified within treatment and service plans Coordinate with various healthcare providers for diagnostics, ambulatory care, and hospital services Assist members with social determinants of health including access to exercise and healthy food Promote activities focused on the health of a patient and their community, including without limitation outreach, quality improvement, and patient panel management Coordinate community-based management of medication therapy
	If no data populates - No Data Available

Job and Position History from Previous System

JobHist Effective Date	Reason	Description
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If no data populates - No Data Available

**Compensation History from Previous System**

Effective Date	Reason	Amount	Frequency	Amount Change	Description
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If no data populates - No Data Available

Career Training

Training Name	Training Type	Completed On	Description
Compliance: Fraud, Waste, and Abuse Annual Learning	Web Based	Jun 28, 2021	<p>Upon completion of this training, you will be able to:</p> <ul style="list-style-type: none"> Understand the major laws and regulations pertaining to Fraud, Waste, and Abuse. Recognize potential consequences and penalties associated with violations. Identify methods of preventing and reporting Fraud, Waste, and Abuse.
PCT Refresher Series – Part 1	Blended	May 19, 2021	<p>Centene Corporation supports Person Centered Practices as the foundation for how we support others. This course helps us to better understand and empower a person to live the life they choose.</p> <p>Objectives:</p> <ol style="list-style-type: none"> Identify the difference between what is Important To and Important For a person. Support a person to determine a functional balance between Important To and For. Empower an individual to make informed choices about the life they choose to live.
Person Centered Thinking Refresher- Participant Guide	Document Based	May 19, 2021	Person Centered Thinking Participant Guide
Compliance: Administrative Firewalls Annual Learning	Web Based	Apr 27, 2021	<p>Upon completion of this training you will be able to:</p> <ul style="list-style-type: none"> Define administrative firewalls and the relevant controls designed to protect confidential information. Explain your responsibilities related to administrative firewalls. Identify the procedures for reporting a known or suspected breach of confidential information.
Person Centered Thinking - Initial CM Training	Classroom	Apr 12, 2021	Initial exposure to Person Centered Thinking (PCT). Required for all Case Management employees who have not completed PCT during their onboarding training.
Person Centered Thinking - Initial CM Training	Classroom	Apr 12, 2021	Initial exposure to Person Centered Thinking (PCT). Required for all Case Management employees who have not completed PCT during their onboarding training.
Person Centered Thinking - Moving to Support	Web Based	Apr 8, 2021	<p>This is the final segment of the Person Centered Thinking lecture series. It covers how to move from fixing to supporting.</p> <p>Upon completion of this lecture, you will be able to define the difference between fixing and supporting a person, support a person to find purpose and meaning in their life, conduct a meaningful conversation to discover better information about a person, and identify and reflect on your own personal biases.</p>
Person Centered Thinking - Promoting Positive Control	Web Based	Apr 8, 2021	<p>This is the third video of the Person Centered Thinking Refresher series.</p> <p>Objectives:</p> <p>After completing this lecture, you will be able to:</p> <ul style="list-style-type: none"> Describe power over and power with environments. Explain how boundaries are imposed on choice for all. Empower other to make informed choices.

Training Name	Training Type	Completed On	Description
Person Centered Thinking - Core Concepts	Web Based	Apr 8, 2021	<p>This is the second video of the Person Centered Thinking Refresher series.</p> <p>Objectives:</p> <p>After completing this lecture, you will be able to:</p> <ul style="list-style-type: none"> Define what is important to a person and what is important for a person. Connect what is important for a person to what is important to a person to support a better balance between them. Explain how Person Centered Thinking is for all
PCT Lecture Series - Part 1- Participant Guide	Document Based	Apr 8, 2021	Person Centered Thinking Participant Guide
Person Centered Thinking - Overview	Web Based	Mar 22, 2021	This video provides an overview of Person Centered Thinking. It is the first video in the series.
ARTC: CM Referrals Training	Classroom	Feb 24, 2021	This training is for Arkansas Total Care Care Coordinators and will discuss Case Manager (CM) Referrals in TruCare.
ARTC: CM Referrals Training	Classroom	Feb 24, 2021	This training is for Arkansas Total Care Care Coordinators and will discuss Case Manager (CM) Referrals in TruCare.
Compliance: Privacy and Confidentiality Annual Learning	Web Based	Feb 15, 2021	<p>In this course, you will learn about how Centene Corporation has established policies and procedures designed to manage Confidential Information and prevent the inadvertent disclosure and misuse of such information.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> 1.Recognize key data privacy regulations. 2.Demonstrate how to safeguard and protect confidential information. 3.Describe your role in recognizing and reporting data privacy incidents.
Person Centered Thinking (PCT)	Classroom	Jan 19, 2021	PCT is a fundamental training offered to provide participants with the basic knowledge on how to facilitate the use of PCT skills to discover what is important to and important for and finding the balance needed to best support them in achieving their desired outcomes.
Centene SECURE: Outwitting Internet Phishers	Web Based	Jan 13, 2021	<p>Because today's computers and networks are heavily defended from a direct assault, hackers are now much more likely target end-users when trying to break in. If hackers can trick you into divulging your username and password or inadvertently infecting your computer with malicious software, they can use your computer as a launching point to further penetrate your organization's network. This HTML5-based, iPad-compatible course uses high-quality video and real-world simulations to teach best practices for recognizing and preventing phishing attacks. Users with disabilities who require assistance completing this training should request accommodations at Centene.SECURE@Centene.com.</p>

Training Name	Training Type	Completed On	Description
Inclusive and Responsible Workplace Learning for Individual Contributors	Web Based	Dec 17, 2020	<p>Centenes HR Compliance team, in partnership with the Diversity & Inclusion office and Centene University delivers the Inclusive and Responsible Workplace Learning to ensure employees have been exposed to best practices and policies to sustain an equitable workplace. Centene values diversity of thought and an inclusive working environment, and is committed to creating and maintaining a respectful workplace free of discrimination and harassment of any kind. Every Centene employee has a personal responsibility for maintaining an inclusive and responsible workplace culture.</p> <p>This learning enables employees to identify the following aspects of an inclusive workplace culture and implement these core values in their everyday work and interactions:</p> <ul style="list-style-type: none"> Understand your role in ensuring an inclusive and responsible workplace Avoid interactions that could put you or the organization at risk regarding harassment or discrimination Solve real-life situations through simulations and provide solution-based guidance
Member Connections Community Health Training 2019	Blended	Dec 16, 2020	This curriculum encompasses all training for Member Connections' Community Health Training.
Module 23-Community Resource Navigation Self Reading 3	Document Based	Dec 16, 2020	Referrals Make a Difference: Ten Ways to Provide High-Quality Resources and Referrals
Module 23-Community Resource Navigation Self Reading 2	Document Based	Dec 16, 2020	Needy Patients Get "Prescriptions" for Food and Shelter Through Volunteer Program
Module 23-Community Resource Navigation Self Reading 1	Document Based	Dec 16, 2020	Linking Clinical Delivery to Community Resources
Module 23-Community Resource Navigation Video 3	Web Based	Dec 16, 2020	Strengthening Communities: Changing Lives in Central Florida
Module 23-Community Resource Navigation Video 2	Web Based	Dec 16, 2020	Providing a Client-Centered Referral: Role Play, Demo Foundations for Community Health Workers
Module 23-Community Resource Navigation Video 1	Web Based	Dec 16, 2020	Developing a List of Referrals: CHW Interview: Foundations for Community Health Workers
Module 22-Social Determinants of Health Self Reading 8	Document Based	Dec 16, 2020	Why Social Determinants of Health Is The Future of Value-Based Care
Module 22-Social Determinants of Health Self Reading 7	Document Based	Dec 16, 2020	Why Big Health Systems Are Investing in Community Health
Module 22: Social Determinants of Health Self-Reading 6	Document Based	Dec 16, 2020	What Are Health Disparities and health Equity? We Need to Be Clear
Module 22-Social Determinants of Health Self Reading 5	Document Based	Dec 16, 2020	Social Determinants-How Class and Wealth Affect Our Health
Module 22-Social Determinants of Health Self Reading 4	Document Based	Dec 16, 2020	Health Impact Assessment: An Introduction

Training Name	Training Type	Completed On	Description
Module 22-Social Determinants of Health Self Reading 3	Document Based	Dec 16, 2020	Inequality and Health
Module 22-Social Determinants of Health Self Reading 2	Document Based	Dec 16, 2020	The Determinants of Health: Factors that Determine Good or Poor Health
Module 22-Social Determinants of Health Self Reading 1	Document Based	Dec 16, 2020	Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity
Module 22: Social Determinants of Health Training Video 10	Web Based	Dec 16, 2020	Food Insecurity is a Public Health Concern
Module 22: Social Determinants of Health Training Video 9	Web Based	Dec 16, 2020	Close the Health Gap: Michael Marmot
Module 22: Social Determinants of Health Training Video 8	Web Based	Dec 16, 2020	Sir Michael Marmot: Social Determinants of Health (2014 WORLD.MINDS)
Module 22: Social Determinants of Health Training Video 7	Web Based	Dec 16, 2020	The #1 Public Health Issue Doctors Aren't Talking About-Lissa Rankin-Tedx Fargo
Module 22: Determinants of Health Training Video 6	Web Based	Dec 16, 2020	Social Determinants of Health-Data Dialogues
Module 22-Social Determinants of Health Video 5	Web Based	Dec 16, 2020	The Social Determinants of Health-UBC Medicine-Educational Media
Module 22-Social Determinants of Health Video 4	Web Based	Dec 16, 2020	The Social Determinants of Health
Module 22-Social Determinants of Health Video 3	Web Based	Dec 16, 2020	Is There Scientific Proof We Can Heal Ourselves? Lissa Rankin TedxAmerican Riviera

Training Name	Training Type	Completed On	Description
Module 22-Social Determinants of Health Video 2	Web Based	Dec 16, 2020	Social Determinants of Health: Claire Pomeroy at TedxUCDavis
Module 22-Social Determinants of Health Video 1	Web Based	Dec 16, 2020	Social Determinants of Health: Center for Health Progress
Module 21-A Case for the Community Maven Self Reading 3	Document Based	Dec 16, 2020	Implementing Health Coaching
Module 21-A Case for the Community Maven Self Reading 2	Document Based	Dec 16, 2020	Impact of Peer Health Coaching on Glycemic Control in Low-Income Patients with Diabetes: A Randomized Controlled Trial
Module 21-A Case for the Community Maven Self Reading 1	Document Based	Dec 16, 2020	Are Low-Income Peer Health Coaches Able to Master and Utilize Evidence-Based Health Coaching?
Module 21: A Case for the Community Maven Training Video 2	Web Based	Dec 16, 2020	Why We Do What We Do
Module 21-A Case for the Community Maven Video 1	Web Based	Dec 16, 2020	Working Backward to Solve Problems
Module 20-Self Management Skills Self Reading 5	Document Based	Dec 16, 2020	Rheumatoid Arthritis Self-Management Programs: What to Know
Module 20-Self Management Skills Self Reading 4	Document Based	Dec 16, 2020	Identifying Patients' Health Self-Management Skills
Module 20-Self Management Skills Self Reading 3	Document Based	Dec 16, 2020	Diabetes Self-Management, Support Improve Health Outcomes in Underserved Communities
Module 20-Self Management Skills Self Reading 2	Document Based	Dec 16, 2020	Community Health Workers as Allies in Hypertension Self-Management and Medication Adherence in the United States, 2014
Module 20-Self Management Skills Self Reading 1	Document Based	Dec 16, 2020	Bruyere Continuing Care Is The First Canadian Customer of Diabetes Self-Management Program
Module 20-Self Management Skills Video 4	Web Based	Dec 16, 2020	Self-Management Education: Skills for Managing Chronic Conditions
Module 20- Self-Management Skills Video 3	Web Based	Dec 16, 2020	Self-Management Education: Confidence to Manage Your Chronic Condition
Module 20-Self-Management Skills Video 2	Web Based	Dec 16, 2020	Self-Management Education: Managing Your Chronic Condition
Module 20-Self-Management Skills Video 1	Web Based	Dec 16, 2020	Self-Management Education: Learn More, Feel Better
Module 18-Healthcare Coordination and Navigation Self Reading 8	Document Based	Dec 16, 2020	What is Primary Care?
Module 18-Healthcare Coordination and Navigation Self Reading 7	Document Based	Dec 16, 2020	What is Coordinated Specialty Care (CSC)?
Module 18-Healthcare Coordination and Navigation Self Reading 6	Document Based	Dec 16, 2020	Understanding the U.S. Health Care System
Module 18-Healthcare Coordination and Navigation Self Reading 5	Document Based	Dec 16, 2020	The Role of Patient Navigators in Eliminating Health Disparities

Training Name	Training Type	Completed On	Description
Module 18-Healthcare Coordination and Navigation Self Reading 4	Document Based	Dec 16, 2020	Is it an Emergency?
Module 18-Healthcare Coordination and Navigation Self Reading 3	Document Based	Dec 16, 2020	Health Care Systems: Four Basic Models
Module 18-Healthcare Coordination and Navigation Self Reading 2	Document Based	Dec 16, 2020	Health Care System Overview
Module 18-Healthcare Coordination and Navigation Self Reading 1	Document Based	Dec 16, 2020	Defining Service Coordination: A Social Work Perspective
Module 18-Healthcare Coordination and Navigation Video 8	Web Based	Dec 16, 2020	Patient Navigators: A Step in the Right Direction
Module 18-Healthcare Coordination and Navigation Video 7	Web Based	Dec 16, 2020	Healthcare Should Be a Team Sport
Module 18-Healthcare Coordination and Navigation Video 6	Web Based	Dec 16, 2020	What are the Differences Between HMO, PPO, and EPO Health Plans?
Module 18-Healthcare Coordination and Navigation Video 5	Web Based	Dec 16, 2020	How Health Insurance Works
Module 18-Healthcare Coordination and Navigation Video 4	Web Based	Dec 16, 2020	The Difference Between Emergency Room and Urgent Care
Module 18-Healthcare Coordination and Navigation Video 3	Web Based	Dec 16, 2020	What is Primary Care?
Module 18-Healthcare Coordination and Navigation Video 2	Web Based	Dec 16, 2020	What is Care Coordination?
Module 18-Healthcare Coordination and Navigation Video 1	Web Based	Dec 16, 2020	The Future of US Healthcare Part II: Care Coordination-The Key to Sustainable Healthcare
Module 17-Organizational Skills Self Reading 3	Document Based	Dec 16, 2020	Understanding Procrastination
Module 17-Organizational Skills Self Reading 2	Document Based	Dec 16, 2020	Time Management: A Realistic Approach
Module 17-Organizational Skills Self Reading 1	Document Based	Dec 16, 2020	Ten Easy Organizing Steps for More Focus, Time, and Success
Module 17-Organizational Skills Video 2	Web Based	Dec 15, 2020	How 2 Organize Your Office Space
Module 17-Organizational Skills Video 1	Web Based	Dec 15, 2020	Procrastination
Module 16-Business Writing Self Reading 6	Document Based	Dec 15, 2020	Written Communication-Encyclopedia-Business Terms
Module 16-Business Writing Self Reading 5	Document Based	Dec 15, 2020	Writing Skills
Module 16-Business Writing Self Reading 4	Document Based	Dec 15, 2020	Sharpening Your Writing Skills

Training Name	Training Type	Completed On	Description
Module 16-Business Writing Self Reading 3	Document Based	Dec 15, 2020	Practical Guide to Effective Written Communication

Training Name	Training Type	Completed On	Description
Module 16-Business Writing Self Reading 2	Document Based	Dec 15, 2020	Improve Your Writing Skills
Module 16-Business Writing Self Reading 1	Document Based	Dec 15, 2020	5 Keys to Effective Writing Skills
Module 16-Business Writing Video 3	Web Based	Dec 15, 2020	Taking Notes: Role Play, Demo, Foundations
Module 16-Business Writing Video 2	Web Based	Dec 15, 2020	5 Tips to Improve Your Writing Skills
Module 16-Business Writing Video 1	Web Based	Dec 15, 2020	Effective Writing Skills
Module 15-HIPPA Self Reading 3	Document Based	Dec 15, 2020	Your Rights Under HIPPA
Module 15-HIPPA Self Reading 2	Document Based	Dec 15, 2020	Summary of the HIPPA Security Rule
Module 15-HIPPA Self Reading 1	Document Based	Dec 15, 2020	HIPPA Privacy Rule
Module 15-HIPPA Video 1	Web Based	Dec 15, 2020	Confidentiality: Role Play, Demo, Foundations
Module 14-Safety Self Reading 3	Document Based	Dec 15, 2020	Staff Safety Guide Hostel Services: Dealing with Aggressive Individuals
Module 14-Safety Self Reading 2	Document Based	Dec 15, 2020	Questioning Techniques: Asking Questions Effectively
Module 14-Safety Self Reading 1	Document Based	Dec 15, 2020	5 Ways Our Body Language Speaks Loud and Clear
Module 14-Safety Video 1	Web Based	Dec 15, 2020	Home Visiting Safety: Staying Safe and Aware on the Job
Module 13-Assessment Skills Self Reading 2	Document Based	Dec 15, 2020	Breaking Barriers: Concrete Communication Tools for Working With People In Poverty
Module 13-Assessment Skills Self Reading 1	Document Based	Dec 15, 2020	Assessing and Addressing Health Literacy
Module 13: Assessment Skills Training Video 3	Web Based	Dec 15, 2020	Social Work Initial Assessment With A Client
Module 13-Assessment Skills Video 2	Web Based	Dec 15, 2020	If We Could See Inside Each Other's Hearts and Life in 4 Minutes
Module 13-Assessment Skills Video 1	Web Based	Dec 15, 2020	Poor Communication
Medical Management: Assessment Skills	Web Based	Dec 15, 2020	
Module 12-Advocacy Self Reading 3	Document Based	Dec 15, 2020	Defining Patient Advocacy and Support Infographic
Module 12-Advocacy Self Reading 2	Document Based	Dec 15, 2020	How to be an Advocate
Module 12-Advocacy Self Reading 1	Document Based	Dec 15, 2020	Community Health Worker Advocacy Toolkit
Module 12-Advocacy Video 6	Web Based	Dec 15, 2020	Health Advocate, Patient Advocacy
Module 12-Advocacy Video 5	Web Based	Dec 15, 2020	Health Advocacy
Module 12-Advocacy Video 4	Web Based	Dec 15, 2020	What is a Health Advocate?
Module 12: Advocacy Training Video 3	Web Based	Dec 15, 2020	Patient Advocate Regina Holliday tells her story to SC Health Care Providers
Module 12-Advocacy Video 2	Web Based	Dec 15, 2020	What Does a Patient Advocate Do?
Module 12-Advocacy Video 1	Web Based	Dec 15, 2020	The Intersection of Health and Community Advocacy

Training Name	Training Type	Completed On	Description
CHW 2017: Advocacy Skills Assessment	Document Based	Dec 15, 2020	
Community Health-Module 12-Advocacy Skills	Web Based	Dec 15, 2020	
Module 11: Documentation Training Video 5	Web Based	Dec 15, 2020	The Good, the Bad, and the Ugly: How Strong is your Documentation
Module 11-Documentation Self Reading 2	Document Based	Dec 14, 2020	Reporting and Documenting Client Care
Module 11-Documentation Self Reading 1	Document Based	Dec 14, 2020	Community Health Worker Encounter Forms: A Tool to Guide and Document Patient Visits and Worker Performance
Module 11: Documentation Training Video 4	Web Based	Dec 14, 2020	How to Document in a Home Care Setting
Module 11-Documentation Video 3	Web Based	Dec 14, 2020	Documentation Training
Module 11-Documentation Video 2	Web Based	Dec 14, 2020	Documentation for Home Health Care
Module 11-Documentation Video 1	Web Based	Dec 14, 2020	Documentation: Avoiding the Pitfalls
PHCO Documenting the Correct Way	Web Based	Dec 14, 2020	
Module 10-Behavioral Change Counseling Self Reading 3	Document Based	Dec 14, 2020	Stages of Change
Module 10-Behavioral Change Counseling Self Reading 2	Document Based	Dec 14, 2020	Personal Health Engagement Model and Conversation Map Programs-Enabling Effective Behavior Change to Impact Health
Module 10-Behavioral Change Counseling Self Reading 1	Document Based	Dec 14, 2020	Changing Patient Behavior: The Next Frontier in Healthcare Value

Training Name	Training Type	Completed On	Description
Module 10: Behavioral Change Counseling Training Video 2	Web Based	Dec 14, 2020	Improving Patient Adherence Through Health Behavior Change
Module 10-Behavioral Change Counseling Video 1	Web Based	Dec 14, 2020	How To Change People Who Don't Want to Change-The Behavioral Science Guys
CHW 2017: Stages of Change Assessment	Document Based	Dec 14, 2020	
Community Health-Module 10-Stages of Change	Web Based	Dec 14, 2020	
Module 09-Trauma Informed Care Self Reading 2	Document Based	Dec 14, 2020	Concept of Trauma and Guidance for a Trauma-Informed Approach
Module 09-Trauma Informed Care Self Reading 1	Document Based	Dec 14, 2020	Changing Communities, Changing Lives
Module 9: Trauma Informed Care Training Video 5	Web Based	Dec 14, 2020	Trauma Informed Care Role Plays with Dr. Laurie Markoff
Module 09-Trauma Informed Care Video 4	Web Based	Dec 14, 2020	Through Our Eyes: Children, Violence, and Trauma an Introduction
Module 09-Trauma Informed Care Video 3	Web Based	Dec 14, 2020	Drowning in Empathy: The Cost of Vicarious Trauma
Module 09-Trauma Informed Care Video 2	Web Based	Dec 14, 2020	The Paradox of Trauma Informed Care
Module 09-Trauma Informed Care Video 1	Web Based	Dec 14, 2020	How Childhood Trauma Affects Health Across a Lifetime
CHW 2017: Trauma Informed Care Assessment	Document Based	Dec 14, 2020	
Community Health-Module 9-Trauma Informed Care	Web Based	Dec 14, 2020	
Module 08-Poverty Training Self Reading 5	Document Based	Dec 14, 2020	Why Health, Poverty, and Community Development Are Inseparable
Module 08-Poverty Training Self Reading 3	Document Based	Dec 14, 2020	Homelessness and Health-What's the Connection?
Module 08-Poverty Training Self Reading 2	Document Based	Dec 14, 2020	Care of The Homeless-An Overview
Module 08-Poverty Training Self Reading 1	Document Based	Dec 14, 2020	Can a Single Question Help Families Confront Poverty ?
Module 8: Poverty Training Video 4	Web Based	Dec 14, 2020	Bridges Out of Poverty-San Juan College
Module 8: Poverty Training Video 3	Web Based	Dec 14, 2020	It is Easy to Talk About PovertyHard to Live It
Module 08-Poverty Training Video 2	Web Based	Dec 14, 2020	Standing up to Poverty: The Impact of Health & Wellness on a Child's Ability to Learn
Module 08-Poverty Training Video 1	Web Based	Dec 14, 2020	The New Face of Poverty: The Paycheck to Paycheck Town Hall
CHW 2017: Poverty Assessment	Document Based	Dec 14, 2020	
Community Health Module 8 Poverty Part 2	Web Based	Dec 14, 2020	
Community Health Module 8 Poverty Part I	Web Based	Dec 14, 2020	
Module 07-Cultural Competency Self Reading 5	Document Based	Dec 14, 2020	Strategies for Addressing CLAS Adherence

Training Name	Training Type	Completed On	Description
Module 07-Cultural Competency Self Reading 4	Document Based	Dec 14, 2020	Effective, Cross-Cultural Communication Skills Worksheet
Module 07-Cultural Competency Self Reading 3	Document Based	Dec 14, 2020	National Standards for Culturally and Linguistically Appropriate Services in Health Care
Module 07-Cultural Competency Self Reading 2	Document Based	Dec 14, 2020	Responding to Cultural-Beyond Cultural Competence Training
Module 07-Cultural Competency Self Reading 1	Document Based	Dec 14, 2020	10 Demographic Trends that are Shaping the U.S. and the World
Module 07-Cultural Competency Video 3	Web Based	Dec 14, 2020	What is Culturally Competent Healthcare?
Module 07-Cultural Competency Video 2	Web Based	Dec 14, 2020	Nurturing Cultural Competence in Nursing: Promising Practices for Education and Healthcare
Module 07-Cultural Competency Video 1	Web Based	Dec 14, 2020	Cultural Diversity in Healthcare: Cultural Competency Training
Centene: Cultural Sensitivity 101	Web Based	Dec 14, 2020	<p><p>Cultural sensitivity within Centene allows us to improve productivity, reduce communication barriers and fully engage in the workplace environment. This empowers all associates to be better able to serve each other and our members.</p></p> <p><p>By the conclusion of this course, you should be able to complete each of the following:</p></p> <ul style="list-style-type: none"> Define cultural sensitivity and identify the impacts of cultural differences in healthcare across at-risk populations. Describe laws and tools available that can be used to provide culturally sensitive care. Outline next steps you can take in your role to provide culturally relevant care and support. Apply what you have learned by appropriately resolving practice scenarios.
Module 06-Motivational Interviewing Self Reading	Document Based	Dec 11, 2020	Motivational Interviewing: An Emerging Trend in Medical Management
Module 6: Motivational Interviewing Training Video 1	Web Based	Dec 11, 2020	Community Health Worker Introduction to Motivational Interviewing
CHW 2017: Motivational Interviewing Assessment	Document Based	Dec 11, 2020	
Module 05-Interpersonal Communication Self Reading	Document Based	Dec 11, 2020	Effective Interpersonal Communication: A Handbook for Health Care Providers
Module 05-Interpersonal Communication Video	Web Based	Dec 11, 2020	How Effective Healthcare Communication Contributes to Health Equity
CHW 2017: Interpersonal Communication Assessment	Document Based	Dec 10, 2020	
Module 04-Listening Skills Self Reading	Document Based	Dec 10, 2020	Listening Skills 1: How to Improve your Listening Skills
CHW 2017: Listening Skills Assessment	Document Based	Dec 9, 2020	

Training Name	Training Type	Completed On	Description
Module 03-Conflict Resolution Self Reading 3	Document Based	Dec 9, 2020	Emotional Hijacking: Why Logic Doesn't Work With Angry Customers
Module 03-Conflict Resolution Self Reading 2	Document Based	Dec 9, 2020	7 Strategies for Managing Conflict
Module 03-Conflict Resolution Self Reading 1	Document Based	Dec 9, 2020	5 Types of Conflict Resolution
Module 02-Customer Service Self Reading 2	Document Based	Dec 9, 2020	What is the "Patient Experience"?
Module 02-Customer Service Self Reading 1	Document Based	Dec 9, 2020	The Silver Lining of Customer Problems
Module 02-Customer Service Video 4	Web Based	Dec 9, 2020	The Next Revolution in Health Care? Empathy
Module 02-Customer Service Video 3	Web Based	Dec 9, 2020	TEDxMaastricht-Fred Lee-'Patient Satisfaction on Patient Experience?'
Module 02-Customer Service Video 2	Web Based	Dec 9, 2020	Creating an Unmatched Customer Experience
Module 02-Customer Service Video 1	Web Based	Dec 9, 2020	Essentials For Creating a Differentiated Customer Experience
Skills for Inclusive Conversations	Web Based	Dec 9, 2020	Organizations reap the benefits of diversitywhen employees bring their whole, authentic selves to work. Diverse teams are more productive, innovative, and engaged. Authenticity at work includes sharing and speaking up about work and life experiences that may be different based on ones identity. Developing the skills to conduct meaningful conversations on potentially polarizing topics such as race, religion, and gender is critical for human resources professionals, managers, and team leaders. Mary-Frances Winters offers a multistep process for building the skills necessary to engage in inclusive conversations. Find out how to conduct an exploratory self-assessment to better understand yourself and your team, learn tactics to go from polarization to common ground, and discover practical techniques for discussing difficult topics.
Module 01-Community Health Training Self Reading	Document Based	Dec 1, 2020	The C3 Project: Understanding Scope and Competencies: A Contemporary Look at the United States Community Health Worker Field: BUILDING NATIONAL CONSENSUS ON CHW CORE ROLES, SKILLS, AND QUALITIES
Module 03-Conflict Resolution Video 4	Web Based	Nov 16, 2020	How to Stay Calm When You Know You'll Be Stressed
Module 03-Conflict Resolution Video 3	Web Based	Nov 16, 2020	Conflict is a Place of Possibility
Module 03-Conflict Resolution Video 2	Web Based	Nov 16, 2020	Responding to Anger: Role Play, Counter, Foundations
Module 03-Conflict Resolution Video 1	Web Based	Nov 16, 2020	Responding to Anger: Role Play, Demo, Foundations
CHW 2017: Conflict Resolution Assessment	Document Based	Nov 13, 2020	
Module 01-Community Health Training Video 4	Web Based	Nov 13, 2020	Making the Business Case: Community Health Investments Yield Results
Module 01-Community Health Training	Web Based	Nov 13, 2020	Making the Business Case: Community Health Workers Bridge Health Care Gap
Module 01-Community Health Training Video 2	Web Based	Nov 13, 2020	Filling the Gap with Community Health Workers

Training Name	Training Type	Completed On	Description
Module 01-Community Health Training Video 1	Web Based	Nov 13, 2020	Can Ordinary Citizens Help Fill Gaps In U.S. Health Care?
Community Health-Module 6- Motivational Interviewing Part 3	Web Based	Nov 13, 2020	
Community Health: Module 6 Motivational Interviewing Part 2	Web Based	Nov 13, 2020	Module 6 Motivational Interviewing Part 2
Community Health-Module 6- Motivational Interviewing Part 1	Web Based	Nov 13, 2020	
Community Health-Module 5- Interpersonal Communication	Web Based	Nov 13, 2020	
Community Health: Conflict Resolution Module	Web Based	Nov 13, 2020	
CHW 2017: Customer Service Assessment	Document Based	Nov 13, 2020	
Community Health: Customer Service Module	Web Based	Nov 13, 2020	
CHTraining 2017: Community Health Worker	Document Based	Nov 13, 2020	
APEX: Propelling Centene Forward Unstoppable Tracy	Web Based	Nov 13, 2020	<p><p>Learn to be resilient and persevere through adversity from the APEX: Propelling Centene Forward keynote speaker, Unstoppable Tracy. Tracys&nbsp;3 Keys to an Unstoppable You&nbsp;prove that determination, a positive mindset, and believing in yourself and your abilities are the cornerstones of success.&nbsp;&nbsp;&nbsp;</p></p>
Creative Collaboration	Web Based	Nov 12, 2020	Despite the prevalent myth of the lone creative genius, many of the most innovative contributions spring from the creative chemistry of a group and the blending of everyones ideas and concepts. How can you best leverage your teams collective wisdom? Join international speaker and trainer Denise Jacobs for a fresh approach to creative collaboration that makes the process productive and fun. Learn how to recognize and remove personal creative blocks, connect and communicate with others, combine ideas using play, and construct a collaborative environment to tap into a groups creative brilliance. With these techniques and exercises, youll be able to embrace and leverage a diverse range of ideas and create better together.
APEX: Propelling Centene Forward Introduction to Disciplined Execution & Change Management	Blended	Nov 12, 2020	This episode in your APEX: Propelling Centene Forward digital learning experience will help you turn strategy and ideas into action while implementing and sustaining a successful adoption of the desired change. This episode also provides you tools to further enhance your customer-centric mindset by showing you how to implement end-to-end execution and sustain the change over time.
Case for Change	Web Based	Nov 12, 2020	
Disciplined Execution Worksheet	Web Based	Nov 12, 2020	
Ideation and Solution Selection Matrix	Web Based	Nov 12, 2020	
What Is Change Management?	Web Based	Nov 12, 2020	
What Is Disciplined Execution?	Web Based	Nov 12, 2020	

Training Name	Training Type	Completed On	Description
Introduction to Disciplined Execution and Change Management	Web Based	Nov 12, 2020	
Remote Employee HIPAA Desk Audit Attestation & Agreement	Document Based	Nov 12, 2020	<p>An attestation for all Arkansas Health and Wellness, Arkansas Total Care, and QualCoice employees to agree to comply with Remote employee HIPAA policy.</p> <p>Learning Objectives:</p> <ol style="list-style-type: none"> 1.Read and agree with remote employee HIPAA policy. 2.Comply with remote employee HIPAA policy. 3.Recall criteria for compliance of the remote employee HIPAA policy.
Centene Physical Security: What We All Need To Know_Annual Learning	Web Based	Nov 5, 2020	<p>Upon completion of this training you will:</p> <p>Recall the roles and services provided by Centene Corporate Physical Security and identify where to get the help you need.</p> <p>Explain physical security policies and why they are vital to the success, safety and security of the company.</p> <p>Recall the badge process and how to request changes to access levels.</p> <p>Describe the options for reporting emergencies, threats or other security concerns.</p>
Compliance: Conflict of Interest and Gifts Annual Learning	Web Based	Nov 2, 2020	<p><p>COI and Gifts Learning Objectives: 1. Identify conflicts 2. Explain disclosure process 3. Understand when to disclose</p></p>
Compliance: General Compliance and Code of Conduct Annual Learning	Web Based	Oct 12, 2020	<p>This course will introduce employees to the Code of Conduct and topics that will guide them to uphold the Companys policy of conducting itself in an ethical manner. The learning will share Compliance resources and reiterate that all employees have an obligation to immediately report anything that may be a questionable practice Employees will be asked to attest that they have read, understand, and agree to abide by Centene Corporations Code of Conduct Policy (CC.COMP.00).</p>

Training Name	Training Type	Completed On	Description
ARTC: Care Coordinator Training	Classroom	Sep 21, 2020	Two-day refresher training for Care Coordinators with Arkansas Total Care. During this training, care coordinators will be introduced to the PASSE model of care, their roles and responsibilities and best practices to support our members and their families.
Centene SECURE: Security Awareness Essentials Annual Learning(TO)	Web Based	Sep 16, 2020	This security awareness training course covers key security best practices end users should follow so they can prevent, detect, and respond to information security threats. It is designed to cover all of the essential topics in approximately 35-40 minutes, such as, password management, identity theft, malware, social engineering, phishing, spear phishing, physical security, Business Email Compromise (BEC), Internet of Things (IoT), travel safety, mobile data, privacy and acceptable use. Course Duration: 35-40 mins
TruCare 8.0 Upgrade: Core Fundamentals Part A	Classroom	Sep 4, 2020	<p>This virtual instructor-led event is intended for TruCare Classic end users. This session is not intended for TruCare Cloud end users. This session will include topics on basic, system navigation.</p><p> </p>
Adversity Quotient	Web Based	Aug 25, 2020	<p>APEX, Adversity Quotient, Resilience, Perseverance</p>
TruCare 8.0 Menu Bar	Web Based	Aug 20, 2020	*THIS COURSE MUST BE COMPLETED IN GOOGLE CHROME* Viewing in any other browser may cause errors with the module. This course is a high level overview of how to navigate and basic information about the TruCare 8.0 Menu Bar. Centene has customized TruCare 8.0 to fit our needs and there may be some slight differences in our Production environment from what is contained in this eLearning.
Centene SECURE: Outwitting Internet Phishers	Web Based	Aug 18, 2020	Because today's computers and networks are heavily defended from a direct assault, hackers are now much more likely target end-users when trying to break in. If hackers can trick you into divulging your username and password or inadvertently infecting your computer with malicious software, they can use your computer as a launching point to further penetrate your organization's network. This HTML5-based, iPad-compatible course uses high-quality video and real-world simulations to teach best practices for recognizing and preventing phishing attacks. Users with disabilities who require assistance completing this training should request accommodations at Centene.SECURE@Centene.com.
Compliance: Fraud, Waste and Abuse Annual Learning	Web Based	Jul 6, 2020	This course is designed to help employees to meet their Fraud, Waste, and Abuse annual training requirement.
ARTC Authorization to Release PHI Submission Process	Web Based	May 7, 2020	The Arkansas Total Care Compliance Team has created an online form to aid its staff and Care coordinators with the submission and tracking of Authorization to Disclose PHI forms. The video will demonstrate how to complete and submit the Authorization to Disclose PHI form.
Compliance: Privacy and Confidentiality Learning	Web Based	Mar 30, 2020	This mandatory course will assist employees in complying with applicable privacy rules, regulations and requirements. The course will also help employees apply concepts to their role. The course will cover defining the term data privacy, recognizing key data privacy regulations, demonstrate how to safeguard and protect confidential information and describe your role in recognizing and reporting data privacy incidents.
Inclusive and Responsible Workplace Learning for Employees	Web Based	Feb 10, 2020	<p>Inclusive and Responsible Workplace Learning for Employees </p>

Training Name	Training Type	Completed On	Description
Physical Security 101	Web Based	Nov 4, 2019	<p><p>Physical Security 101 will help you:&nbsp;</p></p> <ul style="list-style-type: none"> Better understand resources available to you through the Corporate Physical Security team.&nbsp; Understand your role in helping recognize and prevent workplace violence incidents.&nbsp; Help you navigate our badging processes.
Centene SECURE: Security Awareness Essentials Test-Out	Web Based	Jul 17, 2019	<p><p>This security awareness training course covers key security best practices end users should follow so they can prevent, detect, and respond to information security threats. While it is designed to cover all of the essential topics, such as, password management, identity theft, malware, social engineering, phishing, spear phishing, physical security, Business Email Compromise (BEC), travel safety, mobile data, privacy and acceptable use, this course is adaptive which means you can test out of sections for topics you already know well with an exam at the beginning of the course. Course Duration: 10-40 mins. depending on Information Security knowledge. Users with disabilities who require assistance completing this training should request accommodations at Centene.SECURE@Centene.com.</p></p>
ARTC: Care Coordinator Training	Classroom	Jun 27, 2019	<p>Two-day refresher training for Care Coordinators with Arkansas Total Care.&nbsp; During this training, care coordinators will be introduced to the PASSE model of care, their roles and responsibilities and best practices to support our members and their families.</p>
ARTC: Care Coordinator Training	Classroom	Jun 27, 2019	<p>Two-day refresher training for Care Coordinators with Arkansas Total Care.&nbsp; During this training, care coordinators will be introduced to the PASSE model of care, their roles and responsibilities and best practices to support our members and their families.</p>
Compliance: General Compliance & Business Ethics Training	Web Based	Jun 18, 2019	<p>This course will help employees understand compliance requirements and apply related concepts in their daily roles. The training will reiterate that all employees have an obligation to immediately report anything that may be a questionable practice. Employees will be asked to attest that they have read, understand, and agree to abide by Centene Corporation's Business Ethics & Code of Conduct Policy.</p>
ARTC: Care Coordinator Training	Classroom	May 15, 2019	<p>Two-day refresher training for Care Coordinators with Arkansas Total Care.&nbsp; During this training, care coordinators will be introduced to the PASSE model of care, their roles and responsibilities and best practices to support our members and their families.</p>
APEX: Igniting Leadership Talent Multiplier	Web Based	May 7, 2019	<p><p>In this course, you will explore Centene's leadership model pillar Talent Multiplier, which includes building a personalized leadership action plan to ensure your continued success in being a Talent Multiplier Leader.</p></p>
APEX: Igniting Leadership Principled Agility	Web Based	Mar 21, 2019	<p><p>In this module you will explore Centene's leadership model pillar Principled Agility building a personalized leadership action plan to ensure your continued success in being a Principled Agility Leader.</p></p>
Person Centered Thinking (PCT)	Classroom	Mar 21, 2019	<p>PCT is a fundamental training offered to provide participants with the basic knowledge on how to facilitate the use of PCT skills to discover what is important to and important for and finding the balance needed to best support them in achieving their desired outcomes.</p>
Person Centered Thinking (PCT)	Classroom	Mar 21, 2019	<p>PCT is a fundamental training offered to provide participants with the basic knowledge on how to facilitate the use of PCT skills to discover what is important to and important for and finding the balance needed to best support them in achieving their desired outcomes.</p>

Training Name	Training Type	Completed On	Description
Email Retention Training 2.0	Web Based	Mar 21, 2019	Upon completion of the course, participants will be able to: Locate Email Retention Policy Identify which email to retain and how long: and demonstrate how properly retain email
Centene Chat: Introducing Chat Option for Members - Procedures and Best Practices	Web Based	Mar 21, 2019	Introduction to chat, procedures and best practices
NCQA 101: The Journey to Health Plan Accreditation	Web Based	Mar 21, 2019	
Compliance: Privacy and Confidentiality Training	Web Based	Mar 12, 2019	This mandatory training course will assist employees in complying with applicable privacy rules, regulations and requirements. The course will also help employees apply concepts to their role. The course will cover defining the term data privacy, recognizing key data privacy regulations, demonstrate how to safeguard and protect confidential information and describe your role in recognizing and reporting data privacy incidents.
Customer Service Skills: Quick Tips - Displaying a Willingness to Assist	Web Based	Mar 12, 2019	This course is a quick guide on the how and why to display a willingness to assist. There is no audio with this module.
Customer Service Skills: Quick Tips - Expressing Empathy	Web Based	Mar 12, 2019	This module is a quick guide on how call center agents can better express empathy to callers. There is no audio with this module.
Customer Service Skills: Quick Tips - HIPAA Verification	Web Based	Mar 12, 2019	An overview of the HIPAA verification process for call center agents. There is no audio with this module.
Customer Service Skills: Quick Tips - Promoting Web Options	Web Based	Mar 12, 2019	A quick guide on how call center agents can promote web options over the phone. There is no audio with this module.
Customer Service Skills: Quick Tips - Thanking the Caller	Web Based	Mar 12, 2019	A quick guide on how call center agents can better thank the caller. There is no audio with this module.
Customer Service Skills: Quick Tips - Verifying Primary Care Physicians (PCP)	Web Based	Mar 12, 2019	This is a quick course on the importance of verifying callers' primary care providers.
Diversity, Inclusion and You	Web Based	Feb 11, 2019	A cultural diversity course.
Inclusive and Responsible Workplace Training	Web Based	Jan 16, 2019	Inclusive and Responsible Workplace Training
Compliance: Gifts, the Workplace, and You Training	Web Based	Nov 20, 2018	The purpose of this training course is to assist you in becoming more familiar with applicable policies and procedures regarding giving and receiving gifts in the workplace. Our compliance with these policies and procedures helps reduce risk to the Company and protects our business integrity.
Compliance: Fraud, Waste and Abuse Annual Training	Web Based	Oct 30, 2018	Compliance: Fraud, Waste and Abuse Annual Training
Centene SECURE: Security Awareness Essentials	Web Based	Aug 24, 2018	This security awareness training course covers key security best practices end users should follow so they can prevent, detect, and respond to information security threats. It is designed to cover all of the essential topics in approximately 35-40 minutes, such as, password management, identity theft, malware, social engineering, phishing, spear phishing, physical security, Business Email Compromise (BEC), Internet of Things (IoT), travel safety, mobile data, privacy and acceptable use. Course Duration: 35-40 mins

Training Name	Training Type	Completed On	Description
APEX: Igniting Leadership Purpose-Driven	Web Based	Aug 21, 2018	In this module you will explore Centene's leadership model pillar Purpose-Driven building a personalized leadership action plan to ensure your continued success in being a Purpose Driven Leader.
Compliance: General Compliance and Business Ethics Training	Web Based	Jul 18, 2018	This course will help employees understand compliance requirements and apply related concepts in their daily roles. The training will reiterate that all employees have an obligation to immediately report anything that may be a questionable practice. Employees will be asked to attest that they have read, understand, and agree to abide by Centene Corporation's Business Ethics & Conduct Policy.
Centene SECURE-Information Security Awareness	Web Based	Jun 6, 2018	
Email Retention Policy Overview	Web Based	May 17, 2018	This course is designed to provide an overview of Centene's Email Retention Policy, as well as how to properly retain email in accordance with company policy.
Records and Information Management Training 2.0	Web Based	May 17, 2018	This course will provide an overview of records management and show you how to tell the difference in records from non-records. This course is intended for all employees both regular and contingent.
Cornerstone: End User Skills	Web Based	May 3, 2018	This course prepares you with the skills to take full advantage of the Cornerstone OnDemand (CSOD) Learning Management System (LMS) and should take about 35 minutes to complete as it includes a timed 20 min test.

Training Name	Training Type	Completed On	Description
Workday: Personal and Contact Information	Document Based	May 3, 2018	This Workday quick guide provides instructions for maintaining and modifying: contact information, personal information, emergency contact information, photos, and legal and preferred names. This information is maintained in the Workday Personal Information worklet. Employees are responsible for keeping their information current. If printing, it is best printed in landscape orientation. Saving Workday printed materials is not recommended since the materials are subject to change with Workday updates.
Workday: Managing Your Benefits	Document Based	May 3, 2018	This course provides an overview of how to manage benefits information such as: Adding Dependents, Reporting a Qualifying Event, Viewing Benefits Elections, Dependents and Beneficiaries.
Cornerstone: How to Assign Training to Direct Reports - Managers	Document Based	May 3, 2018	This document will show managers how to assign training to their direct and indirect reports.
Welcome to Centene: My Development- Module 4	Blended	May 3, 2018	This curriculum comprises module four of the Welcome to Centene new hire orientation series focusing on professional development software and skills such as: Workday Cornerstone OnDemand Interpersonal Communication
Compliance: Fraud, Waste and Abuse Annual Training	Web Based	Apr 17, 2018	
Welcome to Centene Module One	Blended	Apr 16, 2018	This curriculum includes the Who we Are module and essential Workday information for your new journey at Centene.
Workday: Employee - Getting Started in Workday	Web Based	Apr 16, 2018	
Compliance: Business Ethics & Conduct Policy Annual Training	Web Based	Apr 16, 2018	Revised 11 03 17 Final Version
Welcome to Centene: Who We Are - Module 1	Web Based	Apr 16, 2018	Module One of Welcome to Centene
Compliance: Conflict of Interest Training Course	Web Based	Apr 16, 2018	
Compliance: Privacy and Confidentiality Training	Web Based	Apr 13, 2018	The mandatory training will assist employees in complying with applicable requirements and applying concepts in their role. The course will cover: -The definition of the term privacy; -The laws that govern privacy; -The concept of confidentiality; -How to safeguard and protect sensitive information; and -Your role in reporting a privacy or security incident.
Workday: Required Onboarding Steps for Day One	Document Based	Apr 9, 2018	Initial onboarding of new hires or rehires requires the completion of tasks in Workday. This document provides instructions for the necessary tasks in Workday,

If no data populates - No Data Available

Performance Review - Completed

Review Category	Start Date	End Date	Overall Rating - Manager
2020 Performance Review	Jan 1, 2020	Dec 31, 2020	ME – Meets Expectations
2019 Performance Review	Jan 1, 2019	Dec 31, 2019	ME – Meets Expectations
2018 Performance Review	Jan 1, 2018	Dec 31, 2018	Valued Performer

If no data populates - No Data Available

Disciplinary Action

Attendance (United States of America)

Performance Improvement (PIP)**Review - Start Date**

Jul 26, 2019

Review - End Date

Oct 26, 2019

Manager Acknowledgement**Employee Acknowledgement****Comment****Comment**

Shantonio, as my supervisor should be more cognizant when it comes to addressing any issues that concerns me and also give me adequate time to fix the problem; as opposed to not letting me know that I could be facing a penalty due to me reaching my limit. It's important that I know what I can improve to do my job more effectively and efficiently.

This statement I do not agree with , "Taiwan has been coached on several occasions regarding technological challenges with his cell phone. It has been months in which he has failed to follow-up up with the proper parties to rectify this circumstance including failure to follow-up with Supervisor for additional support."

Entered By

Shantonio Elliott (266280)

Date Initiated

Sep 4, 2019

Entered By

Taiwan Dickerson (227109)

Date Initiated

Aug 16, 2019

Overview

You are expected to meet the requirements of this Performance Improvement Plan and consistently maintain performance at an acceptable level on an ongoing basis. Failure to do so may result in further disciplinary action up to and including termination of employment. The following standards are expected of you in the future:

Overview

The following have been identified as gaps in your performance:

Attendance Policy CC.HUMR.15

Code of Ethics CC.COMP.00

Standards of Conduct Employee Handbook (2018) page 10

Performance CC.HUMR.17

Related Disciplinary Actions: Coaching _5_/ _23_/ _19_ on excessive mileage, clocking in/out, and getting work phone repaired

Coaching _6_/ _6_/ _19_ on clocking in/out and discussed physically working while on the clock

Coaching _7_/ _11_/ _19_ on the Attendance Policy and clocking in only from your workstation when coming into the office

Taiwan continuously clocks in using his phone and/or Chromebook instead of at his workstation. During the July 11th team meeting expectations were set that employees were to accurately report their time on a daily basis using the timekeeping system EmpCenter unless unforeseen circumstances occurred. In addition, he has continued to go on unauthorized appointments with members without getting prior approval from supervisor.

Taiwan has been coached on several occasions regarding technological challenges with his cell phone. It has been months in which he has failed to follow-up with the proper parties to rectify this circumstance including failure to follow-up with Supervisor for additional support.

Answer

Arkansas Total Care office hours are 8:00am – 5:00pm Monday – Friday. The expectation is that you arrive at work on time and clock in from your assigned work station using EmpCenter. It is expected that all travel members outside of the Central Arkansas radius require prior approval by the supervisor. Arkansas Total Care Leadership Team require's that all employees maintain a working work cell phone and Chromebook at all times and repairs must be reported immediately.

We will plan to meet as a follow up to this Plan bi-weekly in order to gauge your progress.

Violating company policy (United States of America)

Warning

Review - Start Date

Mar 5, 2019

Review - End Date

Apr 5, 2019

Manager Acknowledgement

Employee Acknowledgement

Comment

Met with employee regarding performance.

Entered By

Chaz England (Terminated) (159989)

Date Initiated

Mar 11, 2019

Comment

Entered By

Taiwan Dickerson (227109)

Date Initiated

Mar 11, 2019

Overview

We have discussed the expectations for your position in the areas identified below, and expect immediate and sustained improvement.

Overview

The purpose of this warning is to define performance, including competency regarding our departmental metrics and expectations (f2fs, documentation, scheduling) and allow you the opportunity to demonstrate improvement and commitment. The issues identified within this warning must be improved immediately:

The following gaps have been identified in your performance:
 Inability to successfully satisfy departmental goal of having a F2F equivalent for all members on caseload each month.
 Inability to accurately schedule member visits before the visit is conducted at least 24 hours prior to the visit.
 Inability to meet various deadlines without supervisory intervention.

In previous coaching sessions, we have discussed the importance of the aforementioned items, specifically regarding your performance. Recently, there has been increased latency in your performance regarding f2f visits. In a report from 2/22, it was identified that you completed 13 f2f visits successfully. In a report from 3/4, it was identified that you'd only seen 3 additional members, bringing your total to 16 f2f visits. You have consistently received advisement as to where you should stand regarding your visits. Most recently, you received advisement on 2/15 during the mid-month reporting and it was advised that everyone should have at least achieved 25 "Y" designations for their f2f reporting. During that time, you were still at 13. Very little progress has been made regarding your performance.

Regarding your scheduling, there have been a number of instances where you have not had items scheduled on your calendar but were out of the office and have not responded to messaging or calls concerning your whereabouts. This was most recently witnessed on 1/30. I'd ask to receive a response as to where you were during that time but did not receive one.

Employee agrees to ensure that the aforementioned items are satisfied moving forward. Supervisor will meet with the employee on a weekly basis to track progress with the aforementioned concerns as a means to provide support to the development in these areas.

There have been a number of other concerns regarding your failure to meet departmental deadlines without supervisory intervention. This has been a concern regarding weekly reports and other directives remitted from the supervisor. All of these instances have been documented.

Reviewed departmental goals: Yes, departmental goals have been reviewed with the employee

Employee understands that an additional infraction will result in the next step of corrective action up to and including termination.

<p>Violating company policy (United States of America)</p> <p>Manager Acknowledgement</p> <p>Comment</p>	<p><u>Warning</u></p> <p>Review - Start Date</p> <p>Jan 28, 2019</p> <p>Review - End Date</p> <p>Mar 28, 2019</p> <p>Employee Acknowledgement</p> <p>Comment</p>

Met with employee to discuss disciplinary concern.

Entered By

Chaz England (Terminated) (159989)

Date Initiated

Jan 30, 2019

This behavior will not happen ever again.

Entered By

Taiwan Dickerson (227109)

Date Initiated

Jan 30, 2019

Overview

We have discussed the expectations for your position in the areas identified below, and expect immediate and sustained improvement.

On Tuesday, January 22, it was reported that the employee relayed a message to a female coworker stating, "Christy I just wanted to say that you are an amazing woman and is so gorgeous ma'am! Have a wonderful day." Advisement was provided to the employee as to how this item is against Centene's Anti-Harassment Policy and the employee was provided with a refresher course entitled, "Business Ethics and Conduct Policy Attestation." Prior to this instance, the employee has underwent comprehensive, ongoing training concerning anti-harassment for which he has previously acknowledged and he is aware of how his actions and communication may either directly or indirectly impact others. The employee acknowledges these facts.

Overview

If no data populates - No Data Available